

IMPACT & IMPLEMENTATION REPORT (IIR)

Summary Section

Issue number	IN017-20		
Impacted jurisdiction(s)	Vic, SA, Qld and NSW/ACT		
Proponent	Rick Abbott	Company	Australian Gas Networks
Affected gas market(s)	Retail	Consultation process (ordinary or expedited)	Expedited
Industry consultative forum(s) used	GRCF	Date industry consultative forum(s) consultation concluded	Thursday, 25 June 2020
Short description of change(s)	Add planned work to usage of the Customer Details Notifications (CDN) so that Distributors can use the contact information. Participants believe that adding planned work was overlooked when this change was originally introduced.		
Procedure(s) or documentation impacted	See section 2.		
Summary of the change(s)	Update the Technical Protocol (TP) documents so that customer contact information can be used for planned work. Currently TP limits customer contact information to just emergency and fault call management.		
IIR prepared by	Nandu Datar	Approved by	Michelle Norris
Date IIR published	30 July 2020	Date consultation concludes	20 August 2020
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IMPACT & IMPLEMENTATION REPORT – DETAILED REPORT SECTION

CRITICAL EXAMINATION OF PROPOSAL

1. DESCRIPTION OF ISSUE

At the June 2020 Gas Retail Consultative Forum (GRCF) meeting, Australian Gas Networks (AGN) tabled a paper that proposed the Network Operator use the customer information they currently receive from the Retailers via the existing CustomerDetailsNotification (CDN) to contact the customer about future planned works such as meter replacement or mains replacement.

AEMO advised that the current usage of the existing CDN transaction as described in the east coast technical protocols, limits the use of customer information to just emergency and fault calls. Participants discussed the issue and formed an opinion that the planned work appears to have been overlooked as a usage criterion for customer information when the CDN transaction was originally introduced. Participants also noted that if this oversight remained within the technical protocol it will continue to impact the proper operation of the market. See Section 4 of this Impact and Implementation Report (IIR) for further details on these impacts.

AEMO has decided to prepare this IIR recommending that 'planned work' form part of customer information usage criteria when a Network Operator receives a CDN transaction, in addition to emergency and fault calls (refer to Attachment A for further details). AEMO has taken this decision based on feedback from participants at the GRCF meeting about the planned work criteria being overlooked as a usage requirement for the CDN transaction when this transaction was originally introduced, and the effect this issue may have in terms of the proper operation on the market.

If any participant feels that it has a different perspective regarding any of the matters raised in this or other sections of the IIR, please use the response template provided in Attachment B to raise such matters.

Submissions to this IIR close COB (AEDT) 20 August 2020 and should be emailed to grcf@aemo.com.au.

2. REFERENCE DOCUMENTATION

The following documents are referenced in this IIR:

- Participant Build Pack 1 (PBP1) - Process Flow Table of Transactions V3.5
- Participant Build Pack 3 (PBP3) - B2B System Interface Definitions V3.6
- Gas Interface Protocol (Victoria) V21.0
- Gas Interface Protocol (Queensland) V20.0
- FRC B2B System Interface Definitions V4.6
- Specification Pack Usage Guide V8.1

3. OVERVIEW OF CHANGES

The following provides an overview of proposed changes to TP documents:

- Participant Build Pack 1 (PBP1) - Process Flow Table of Transactions (Transaction T70 and T71):
 - Amend the column 'Purpose' against 'Ref No' 70 and 71 to include the text 'planned work'.
- Participant Build Pack 3 (PBP3) – B2B System Interface Definitions:



- Amend 'Section 4.6.1 Overview' to include the text 'planned work'.
- Gas Interface Protocol (Victoria) Artefacts table:
 - Amend version number against Participant Build Pack 1 to '3.6'.
 - Amend version number against Participant Build Pack 3 to '3.7'.
- Gas Interface Protocol (Queensland) Artefacts table:
 - Amend version number against Participant Build Pack 1 to '3.6'.
 - Amend version number against Participant Build Pack 3 to '3.7'.
- FRC B2B System Interface Definitions:
 - Amend 'Section 4.6.1 Overview' to include the text 'planned work'.
- Specification Pack Usage Guide:
 - Amend version number against '1. Usage Guidelines' to '8.2'.
 - Amend version number against '3. B2B System Interface Definitions' to '4.7'.

Attachment A provides the full details of the proposed changes to the TP documents.

4. LIKELY IMPLEMENTATION EFFECTS AND REQUIREMENTS

From the discussion that took place at the June GRCF meeting, AEMO is of the view there are no negative implementation effects on participants.

If the changes do not proceed, it will mean that Network Operators will need to continue with, or revert to, using the existing operational customer communications practices such as using a letter drop addressed to "The Householder", which are considered by some customers as junk mail and may be discarded.

5. OVERALL COST AND BENEFITS

As noted in section 8 of this IIR, the proposed changes represent a documentation change only and therefore AEMO envisages there will be minimal costs for participant to implement this change.

In terms of benefits, Participants have indicated that the proposed changes will contribute to the proper operation of the market as it was originally intended to do when the CDN transaction first became operative.

6. MAGNITUDE OF THE CHANGES

Because the proposed changes represent documentation changes only, AEMO is of the view that the order of magnitude of these changes is 'non-material'.

7. AEMO'S PRELIMINARY ASSESSMENT OF THE PROPOSAL'S COMPLIANCE WITH SECTION 135EB:

Consistency with the NGL and NGR

AEMO's view is that the proposed change is consistent with the National Gas Law (NGL) and the National Gas Rules (NGR). The proposed changes also promote consistency across four jurisdictions.

National Gas Objective

"to promote efficient investment in, and efficient operation and use of, natural gas services for the long-term interests of consumers of natural gas with respect to price, quality, safety, reliability and security of supply of natural gas."



It is AEMO's view that the benefits from proposed changes described in the IIR promotes efficient operation of natural gas services for the long-term interests of consumers with respect to safety, reliability and security of supply of natural gas.

Applicable Access Arrangements

AEMO's view is that the proposed change is not in conflict with existing Access Arrangements.

8. CONSULTATION FORUM OUTCOMES

As noted in section 1, the GRCF raised concerns about planned work being overlooked as a usage requirement for customer information when the CDN transaction was originally introduced. GRCF participants have indicated that with this provision missing from the TP, proper operation of the market was being jeopardised.

All participants that were present at the June GRCF meeting were in support of the notion that this was a documentation change only and that the oversight of the exclusion of the ability to use the CDN transaction for non-urgent matters, could be corrected by adding the words "planned work" to the criteria.



IMPACT & IMPLEMENTATION REPORT – RECOMMENDATION(S)

9. SHOULD THE PROPOSED PROCEDURES BE MADE?

AEMO recommends making the changes proposed in Attachment A.

10. PROPOSED TIMELINES

Subject to all necessary approvals, AEMO is targeting to implement this initiative on 30 September 2020. In order to achieve this timeline, AEMO proposes the following key milestones:

- Issue IIR for consultation on 30 July 2020.
- Submissions on IIR close 20 August 2020.
- AEMO decision on 8 September 2020.
- Effective date 30 September 2020.



ATTACHMENT A – DOCUMENTATION CHANGES (SEE SECTION 3)

Blue represents additions Red and strikethrough represents deletions – Marked up changes.

Victoria:

Participant Build Pack 1 (PBP1) - Process Flow Table of Transactions (Transaction T70 and T71)

Ref No	X Ref	Basic, Interval or Both	GIP NON-GIP	Category	Procedure Ref	Comment in ref to procedure	Process Map ID	PBP2&3 Inter Defin ref	Trans Type	Trigger	From	To	Purpose
70		Both	GIP	4.Basic Meter Route and Site Info	No Procedure required		3.2 (c)-3.6		Amend Customer Contact Details	Change to Customer Contact Details (eg Fred Drakes now Vasbert Drakes)	Retailer	Distributor	Provide customer contact information to DB's for planned work , emergency and fault call management
71		Both	GIP	4.Basic Meter Route and Site Info	No Procedure required				Amend Customer Contact Details (six monthly refresh)	Change to Customer Contact Details (eg Fred Drakes now Vasbert Drakes)	Retailer	Distributor	Provide customer contact information to DB's for planned work , emergency and fault call management. Used to Synchronise Customer Contact Details.

Participant Build Pack 3 (PBP3) - B2B System Interface Definition

4.6 Customer Details Information

4.6.1 Overview

Changes to Customer Details information is initiated by the Retailer and sent to the Distributor to maintain the most up to date Customer Contact Information. The Distributor uses this information to support contact management in relation to [planned works](#), emergency and fault calls.

The following table shows the Customer Details ~~aseXML~~ transaction and the corresponding transactions from the Table of Transactions.

ASEXML TRANSACTION	TABLE OF TRANSACTIONS	
Transaction Name	Ref No	Transaction Type
CustomerDetailsNotification	70	Amend Customer Details



Gas Interface Protocol (Victoria)

Gas Interface Protocol artefacts to take effect as of ~~29 September 2017~~ [TBA](#)

REQUIREMENT	DOCUMENTS	VERSION
Retail Market Procedures	Retail Market Procedures (Victoria)	14.0 (authorised under the NGL and NGR effective)
Participant Build Pack 1	Process Flow Table of Transactions This contains: - Table of Transactions, Table of Elements, List of Job Enquiry Codes, Address Elements and MIRN and Meter states.	3.5 6
	Process Flow Diagrams	3.6
	CSV Data Format Specification	3.4
Participant Build Pack 2	Participant Build Pack 2 Interface Definitions	3.5
	Participant Build Pack 2 Usage Guide	3.1
	Participant Build Pack 2 Glossary	3.1
Participant Build Pack 3	Participant Build Pack 3 FRC B2B System Specification	3.1
	Participant Build Pack 3 FRC B2B System Architecture	3.2
	Participant Build Pack 3 Interface Definitions	3.7 6



Queensland:

Gas Interface Protocol (Queensland)

Gas Interface Protocol artefacts to take effect as of ~~1 October 2019~~ TBA.

GIP Item #	Category	Documents	Version
1	Retail Market Procedures (Queensland)	Queensland Retail Market Procedures	19.0
2	Participants Build Pack 4	The Queensland Specific Participant Build Pack 4	11.0
3	Deleted		
4	Participant Build Pack 1	AEMO Process Flow Table of Transactions This contains: - Table of Transactions, Table of Elements, List of Job Enquiry Codes, Address Elements and MIRN and Meter states.	3. 5 <u>6</u>
5	Participant Build Pack 1	Process Flow Diagrams	3.6
6	Participant Build Pack 1	CSV Data Format Specification	3.4
7	Participant Build Pack 2	Participant Build Pack 2 Interface Definitions	3.5
8	Participant Build Pack 2	Participant Build Pack 2 Usage Guide	3.1
9	Participant Build Pack 2	Participant Build Pack 2 Glossary	3.1
10	Participant Build Pack 3	FRC B2B System Specification	3.1
11	Participant Build Pack 3	FRC B2B System Architecture	3.2
12	Participant Build Pack 3	Interface Definitions	3. 7 <u>6</u>
13	Guidelines for Development of A Standard for Energy Transactions in XML (aseXML)	The Guidelines for Development of A Standard for Energy Transactions in XML (aseXML) which participants have subscribed to for Victorian Gas is available from http://www.aemo.com.au/asexml/	4.1

NSW/ACT:

Because Participant Build Pack 5 and 6 calls up the same provision described in Participant Build Pack 3 (PBP3) - B2B System Interface Definition, the change made to that document applies to PBP5 and PBP6.



SA:

FRC B2B System Interface Definition (extract of section 4.6.1)

4.6. Customer Details Information (SA Only)

4.6.1. Overview

Changes to Customer Details information is initiated by the User and sent to the Network Operator to maintain the most up to date Customer Contact Information. The Network Operator uses this information to support contact management in relation to [planned works](#), emergency and fault calls.

The following table shows the Customer Details [aseXML](#) transaction and the corresponding transactions from the Table of Transactions.

aseXML Transaction	Table of Transactions	
Transaction Name	Ref No	Transaction Type
CustomerDetailsNotification	70	Amend Customer Details

This business transaction will be mapped to the "CUST" Transaction Group in [aseXML](#).

The transaction has been defined below.

4.6.2 Amend Customer Details

Specification Pack – Usage Guide



2. Overview of the AEMO Specification Pack

The following table provides an overview of the AEMO Specification Pack. The documents are provided in a directory structure as follows:

Main Directory	Sub-Directory	Documents	Version
Specification Pack	1. Usage Guidelines	Specification Pack Usage Guidelines	8.42
	2. Interface Control Document (ICD)	Interface Control Document	5.0
	3. B2B System Interface Definitions	FRC B2B System Interface Definitions	4.67
	4. Transport Layer	FRC B2M-B2B Hub System Specifications	3.8
		FRC B2M-B2B Hub System Architecture	3.6
	5. CSV File Format	FRC CSV Data Format Specification	3.3
	6. Connectivity and Technical Certification (WA Only)	Connectivity Testing and Technical Certification (WA Only)	3.7
	7. Readiness Criteria (WA Only)	Readiness Criteria (WA Only)	2.3
8. Service Order	B2B Service Order	2, 3 and 3.3	



ATTACHMENT B – IIR RESPONSE TEMPLATE

The IIR response template has been attached separately to this document. There are two sections in the template:

- Section 1 seeks feedback on AEMO’s examination of the proposed changes.
- Section 2 seeks feedback on the marked-up changes to the TP described in Attachments A.

Anyone wishing to make a submission to this IIR consultation are to use this response template.

Submissions close 20 August 2020 and should be emailed to grcf@aemo.com.au